



## FAQ for Console

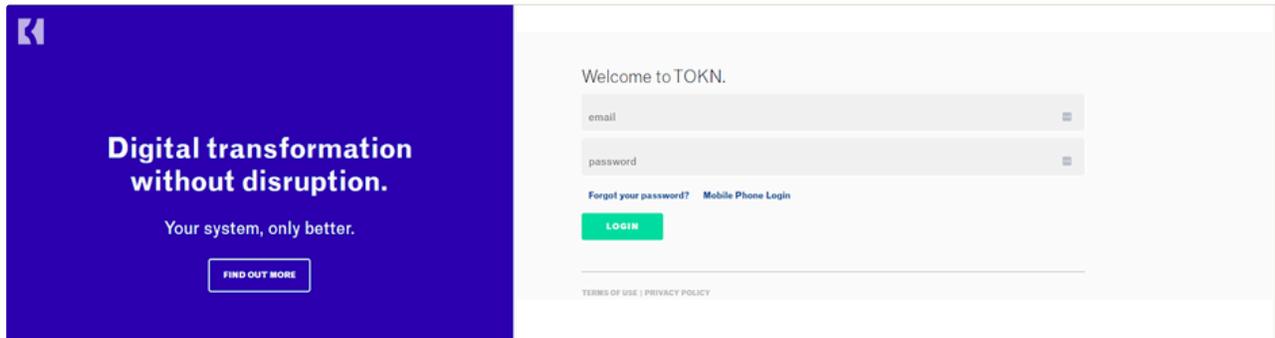
- Q: What is the TOKN Console?
- Q: How do I sign into the TOKN Console?
- Q: What does an Instance mean in the TOKN Console?
- Q: How the admin users can be added to the console?
- Q: How the normal users can be added to the console?
- Q: How to delete/edit an admin user?
- Q: How to add APP users?
- Q: How to edit/delete APP users?
- Q: How user list can be imported to the console?
- Q: How to set up a new group in the console?
- Q: How to delete an existing group?
- Q: How to edit an existing group?
- Q: How users can be assigned to a group?
- Q: How a user can be deleted from the assigned group?
- Q: How to assign an APP to an existing group?
- Q: What is a list manager?
- Q: How a list can be created?
- Q: How an existing list can be edited?
- Q: How new items can be added to the existing list?
- Q: How a list can be imported to the list?
- Q: How a list can be exported from the console?
- Q: What are the Parameters in the TOKN console?
- Q: How parameters can be added manually if User Sync services are not available?
- Q: How a parameter list can be imported?
- Q: How Parameters can be updated?
- Q: How an existing parameter can be deleted?
- Q: What is a User Sync Service? How user sync services can be run?
- Q: How the User Sync Services can be run Manually?
- Q: How to view submitted timesheets?
- Q: How to Approve a submitted timesheet?
- Q: How to reject a submitted timesheet?
- Q: How to edit a submitted timesheet?
- Q: What is the switch view report?
- Q: What is an analytical report and different kinds of analytical reports can be created?
- Q: How to see a list of connected users?
- Q: How to wipe a user's device from the console?
- Q: How to blacklist a user's device from the Console?
- Q: How to deploy a user's device?
- Q: How to check the user's device location?

## Q: What is the TOKN Console?

The TOKN console is the administration application that runs on the TOKN cloud. The console application is used to administer the TOKN services for your organization. The TOKN management console includes the following capabilities: establishing integration between systems, creating, and modifying Apps, enrolling services, managing application life cycles, spinning up application databases, adding end users and user maintenance, and controlling connected devices and assets.

## Q: How do I sign into the TOKN Console?

You must log in to the TOKN Console ( [↗ Console](#) ) with your credentials as in the figure below;



## Q: What does an Instance mean in the TOKN Console?

Most companies will have three instances Development (**DEV**), Quality (**QAS**), and Production (**PRD**).

DEV stands for development, where initial testing takes place by the TOKN staff.

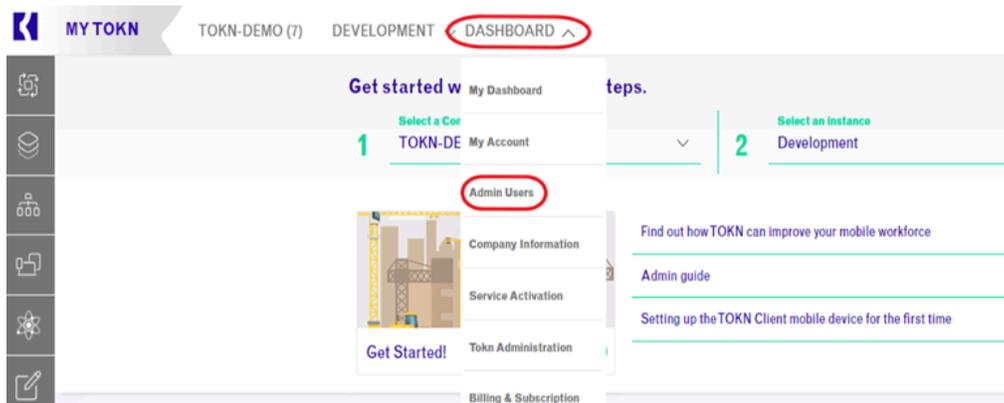
QAS stands for Quality, where all the testing takes place by the company.

PRD stands for Production and this instance is the live instance (where you will be working).

## Q: How the admin users can be added to the console?

Admin users have access to the TOKN Console. They have full access to all the Console features by default, which can be managed by changing their permissions. Admin users may also be a user in Workflow. If they are, they will be able to use TOKN Apps that are assigned to the groups that they are assigned to.

The Admin User Page can be accessed by selecting the admin user option from the Dashboard drop-down list on the navigation bar.



Email

First Name Last Name

+61 2 1234 5678

Role

Select these roles for this user. If the user role above is Admin, selecting the boxes below has the effect of reducing the permissions of that account to the selected items only with everything else removed.

If role is App Builder or App Manager, selecting the boxes below has the effect of adding these permissions to that user account.

Widget Manager  CMS

**CANCEL** **SAVE**

## Q: How the normal users can be added to the console?

Normal users will only be able to use TOKN Apps that are assigned to the groups that they are assigned to. They can not access the console. Only Admin users can add the normal users in the console.

## Q: How to delete/edit an admin user?

To Delete or Suspend an Admin User, the Admin User needs to change the user's status.

Click the user that you want to delete, then click on the Status field on the drop-down box at the top of the page select your option and click save to complete the process.

Inactive

**Active**

Suspend

**Delete**

Alex Huo

+61430390716

Role  
Admin

Select these roles for this user. If the user role above is Admin, selecting the boxes below has the effect of reducing the permissions of that account to the selected items only with everything else removed.

If role is App Builder or App Manager, selecting the boxes below has the effect of adding these permissions to that user account.

Widget Manager  CMS

**CANCEL** **SAVE**

To edit admin user details, first name, last name, phone number, and role of the user, click save to complete the process.

The checkboxes will give explicit access to the one that has been selected.

If nothing is selected, then the admin user has access to everything.

Inactive

**Active**

Suspend

Delete

Alex Huo

+61430390716

Role  
Admin

Select these roles for this user. If the user role above is Admin, selecting the boxes below has the effect of reducing the permissions of that account to the selected items only with everything else removed.

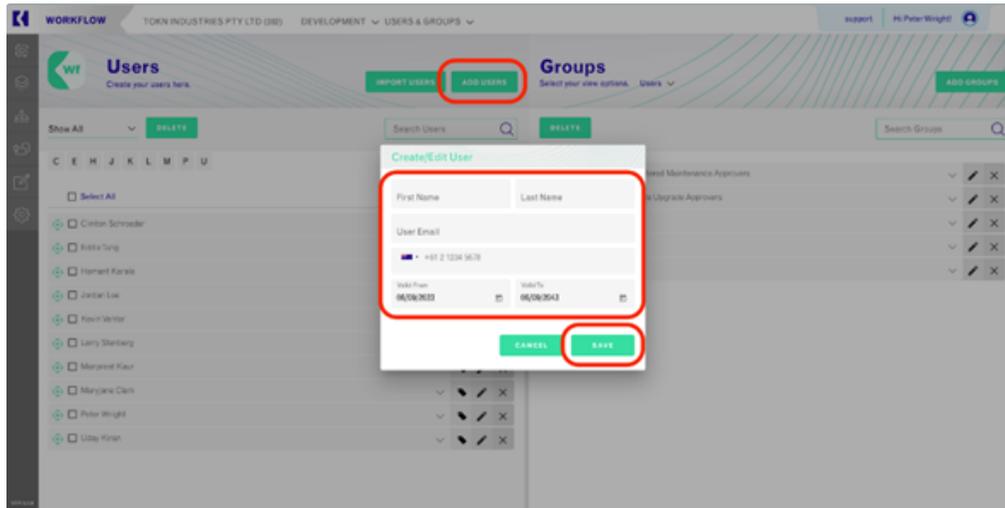
If role is App Builder or App Manager, selecting the boxes below has the effect of adding these permissions to that user account.

Widget Manager  CMS

**CANCEL** **SAVE**

## Q: How to add APP users?

To manually add APP Users, click on Workflow and then ADD USERS. Fill in all the required details and click on SAVE.

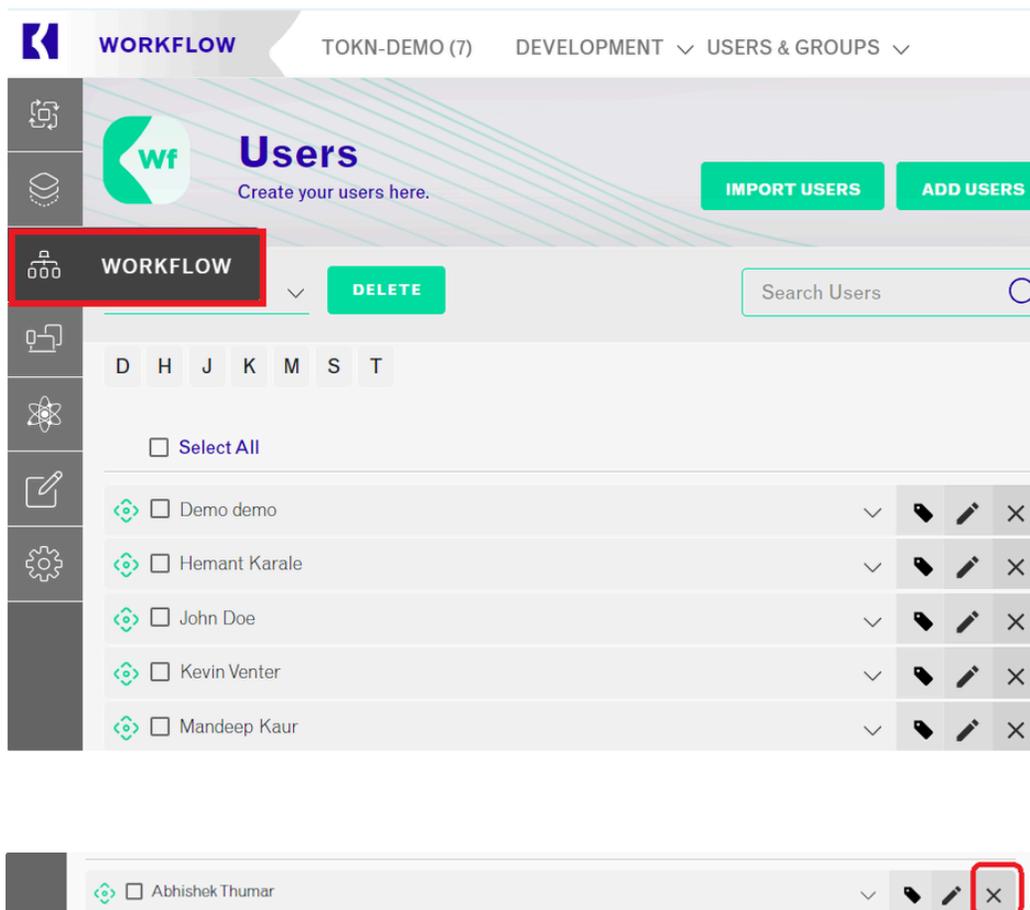


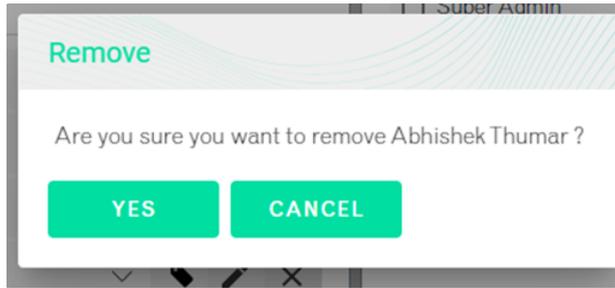
There is also a User Sync Service. This is an extra option where a daily sync automatically occurs at a set time and all changes made in your connected systems will be updated.

When the user logs into the App for the first time they will be required to enter their mobile number, they will then receive a text message with the personal login code, which they can use for future logins.

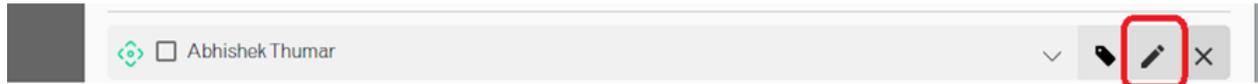
## Q: How to edit/delete APP users?

To delete an APP user, click on the Workflow, and click on 'X' in front of the user whom you want to delete, and click on the Yes option.





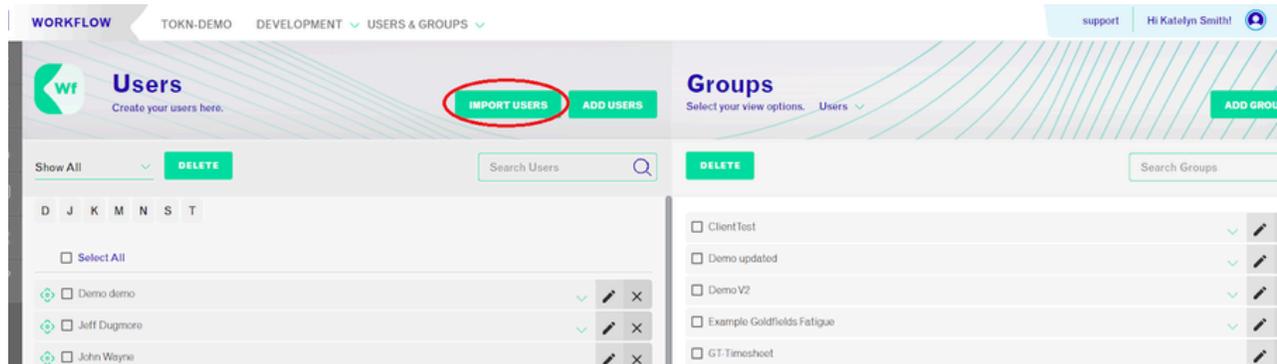
To edit the existing user's information, click on the pencil icon fill in the updated detail, and click on the save button.



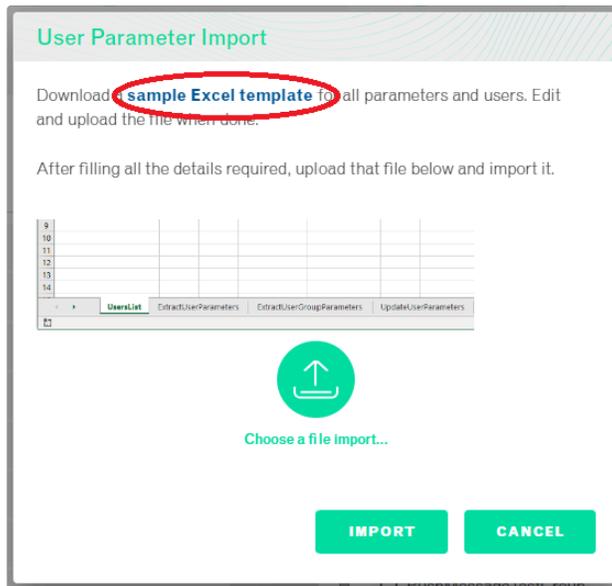
### Q: How user list can be imported to the console?

To import users in bulk:

1. In the TOKEN Workflow Module, select the 'Import Users' Button at the top middle of the page.



2. Download the sample Excel template



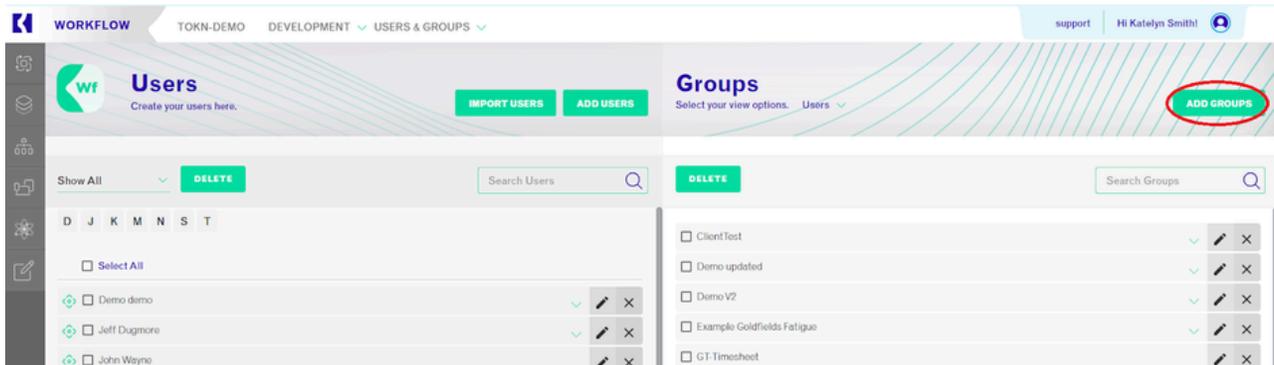
3. Fill out the 'UsersList' tab of the spreadsheet with the users' email, first name, surname, validity dates, password, active directory status, and mobile number.
4. Save and upload the spreadsheet and select 'Import'.

The Console will tell you when the import is complete and show you how many of your user imports were successful and how many failed. To find out more, select the 'Download import log' to view any errors on the upload.

## Q: How to set up a new group in the console?

To add a group:

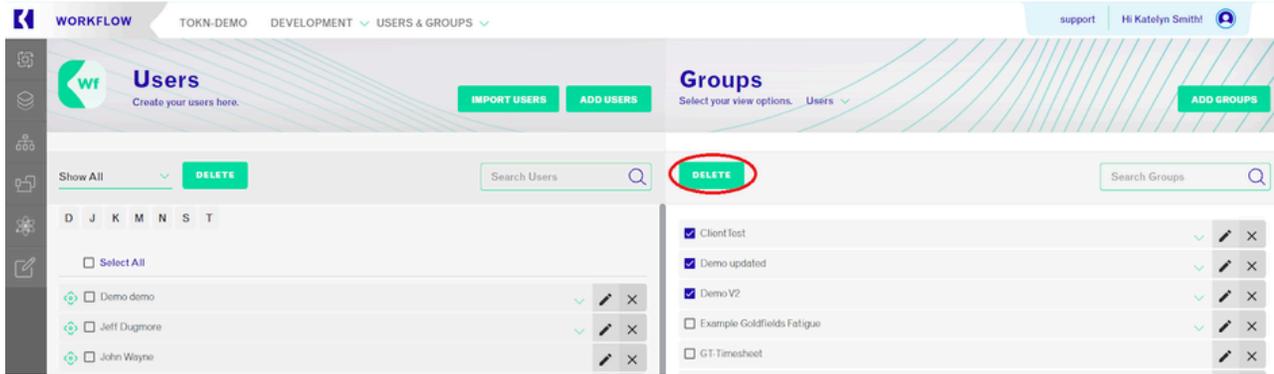
1. In the TOKN Workflow Module, select 'Add Group' in the top right-hand of the screen.



2. Enter a Group Name and a Group Code, then select 'Add'. This will create a new group.

## Q: How to delete an existing group?

1. To Delete a Group, select the checkbox next to the group(s) you would like to delete.
2. Select 'Delete' in the top middle of the screen.



## Q: How to edit an existing group?

1. To edit a group select the pencil icon to the right of the group you would like to edit.



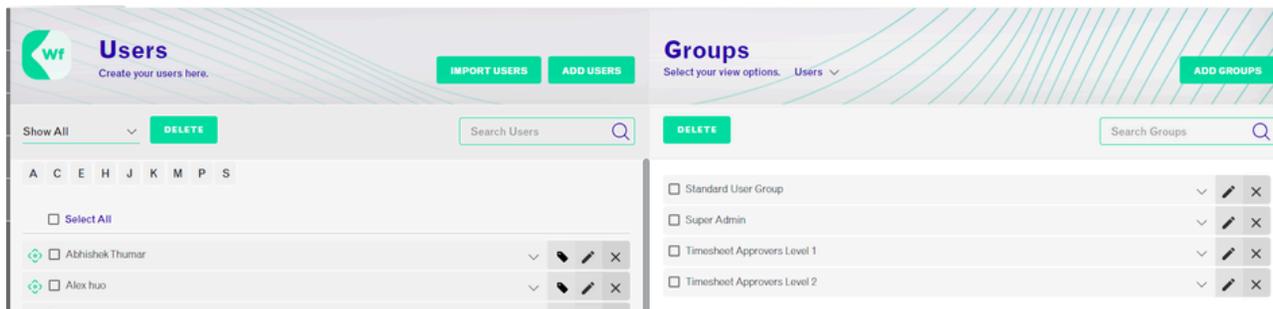
2. Edit the group's details and select 'Save'.

## Q: How users can be assigned to a group?

Admin can add users and assign them to groups to perform functions on the APP.

The list of users (left) and Groups (right) is seen on the Workflow screen.

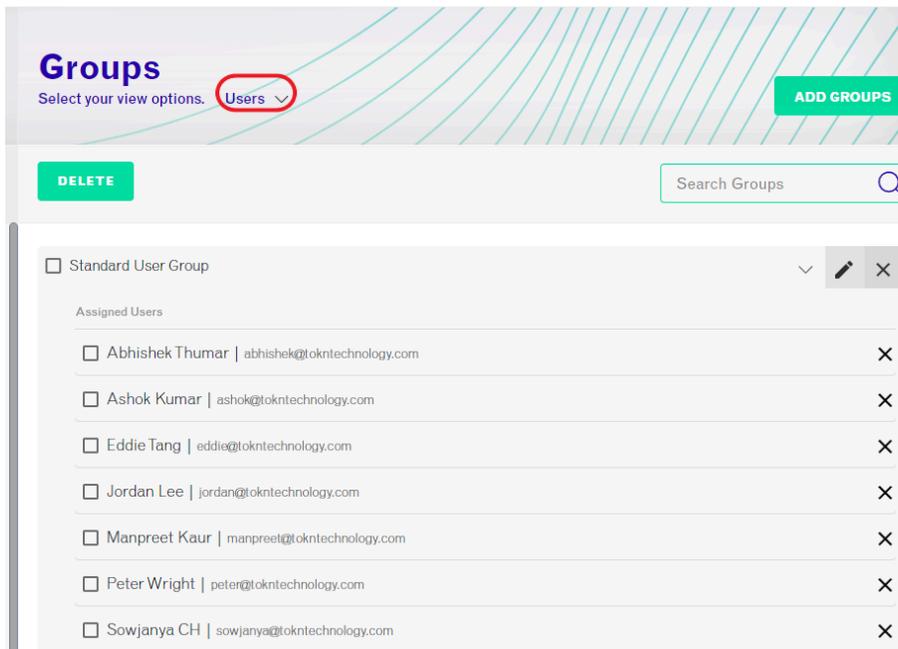
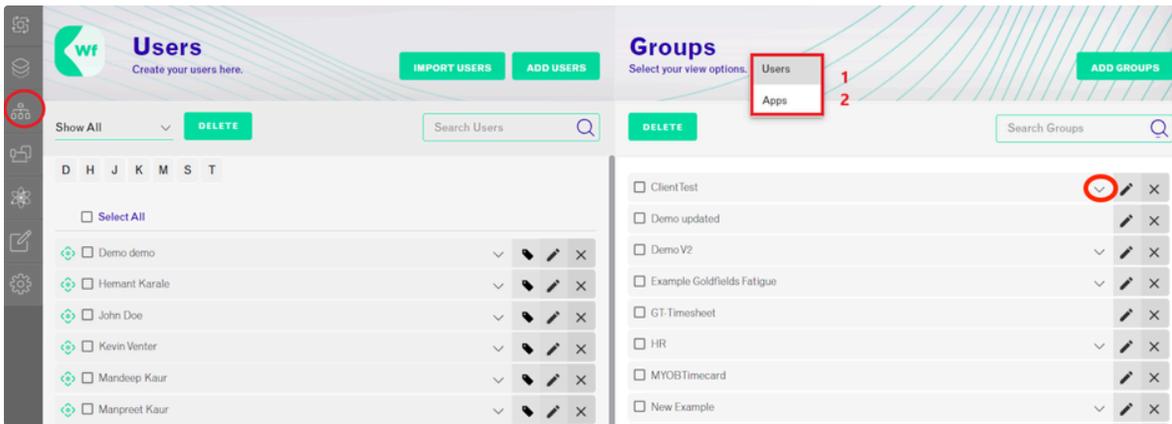
1. To assign a user to a group, select the user from the left side of the screen and 'drag' them across to the group on the right that you would like to add them to and release on top of that group. You will see the user appear under the group's drop-down.
2. You can add multiple users to a group at once by selecting the check box next to the users and dragging them all across at once.



Adding users to a group

To check which users are assigned to groups;

Admin users can select the user's option from the drop-down list (#1 below) and then click on the dropdown arrow for the group.



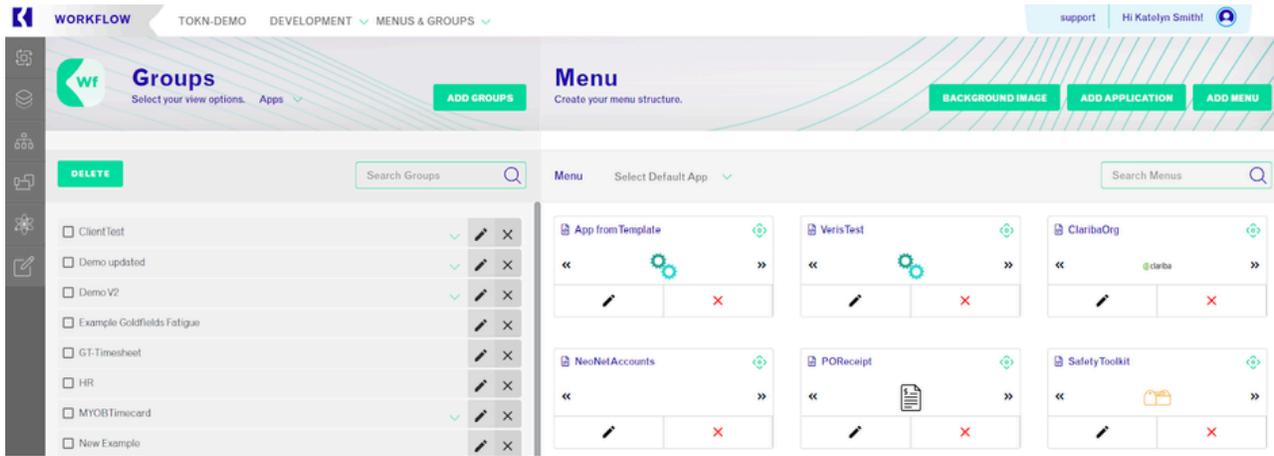
List of users under a particular group

## Q: How a user can be deleted from the assigned group?

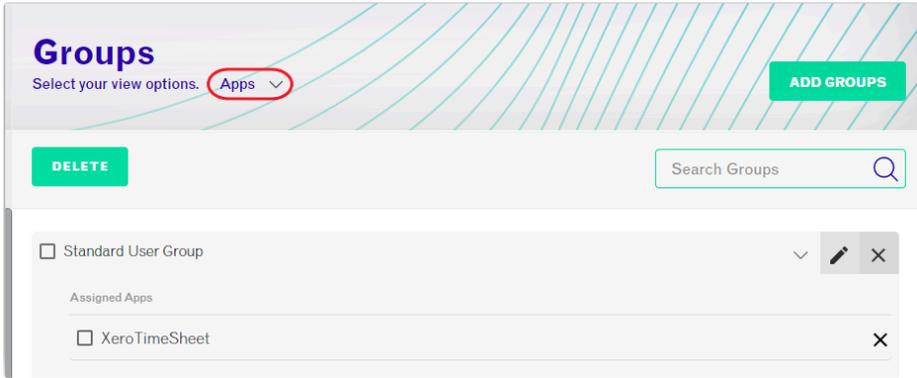
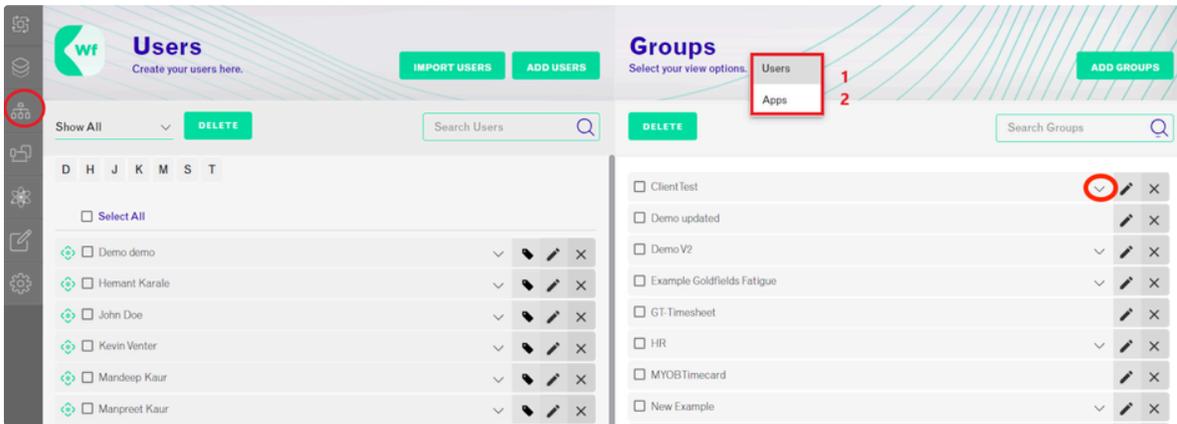
- 1 - To remove a user from a group, select the drop-down of the group to see all the users in that group.
- 2 - Select the 'X' next to the user you would like to remove from that group.
- 3 - Select 'Yes' on the pop-up.

## Q: How to assign an APP to an existing group?

- 1 - In the TOKN Workflow Module, at the top of the screen you will see 'Users and Group'. Select this and a drop-down will appear. Select 'Menus & Groups'. This will show you a list of groups on the left of the screen and a list of apps on the right of the screen.



To check the Apps associated with each group, select the Apps option from the drop-down list (#2 below) then click on the dropdown arrow for the group.



**Q: What is a list manager?**

The TOKN List Manager is a piece of functionality that allows the management of any kind of list. Different lists can be created under the list manager.

Path for list manager - CONSOLE -> CONNECT -> LIST MANAGER

CONNECT TOKN-DEMO (7) DEVELOPMENT LIST MANAGER support Hi Manpreet Kaur!

**List Manager**  
Manage and add lists to be used across apps and the console

Connect  
LDAP/Active Directory  
**List Manager**  
Direct Data Import

CREATE NEW LIST REFRESH Search List

Title	Description	List ID	Actions
Business_Unit	Business_Unit	a33fc643-74b6-495a-bab1-cb1adb81cf3	
Client	A list of clients	6f223d09-c2a9-4da8-8d24-1662b7ee5d03	
Jobs	Jobs	2288457c-79bd-4ad5-a681-5106235d8e78	
Mappings for Whatever	Mappings for Whatever	705ccc5c-04ce-4b6a-a910-4c2416507251	
Permits	Permits	fc11c034-ef6e-419d-8546-8ccc5500c2b9	
PPE	PPE	67e6e07b-52bf-44cb-9685-28f7487f765a	
Regions	Regions	a4f6c551-cabd-437d-810e-51a98314c315	
RiskMatrix	RiskMatrix	75c67e21-5693-45bc-8fcc-aacb488cc4da	

## Q: How a list can be created?

To create a new List, click on Create New List fill in all the required details, and click on Create a List.

The Tokn developers would also need to map the List Manager to the relevant field within the APP.

**List Manager**  
Manage and add lists to be used across apps and the console

CREATE NEW LIST REFRESH

**Create New List**

Title \*

Description \*

Limited Entry

Enable REMOVE

Hide for current company plus all the child companies

Hide for child companies only

CREATE LIST CANCEL

Title	Description
Activity	A list of activities
Rig	A list of rig data
Sites	A list of sites

## Q: How an existing list can be edited?

To edit an existing list, click on the three dots, click on the edit button, and fill in the updated details.

Title	Description	List ID	Actions
Activity	A list of activities	ef42fae8-3f54-494d-a24d-1167b2f13553	 VIEW  EDIT  CLONE  IMPORT  EXPORT  REMOVE 
Rig	A list of rig data	2d65092f-c19c-495d-b082-e92f0fa8152f	
Sites	A list of sites	f4c6b197-1e31-4b60-a804-453b8ba3566fd	

Items per page: 100 | 1 - 3 of 3

Figure: Edit a list (Console View)

### Edit List

Title \*  
Activity

Description \*  
A list of activities

Limited Entry

Enable REMOVE

Hide for current company plus all the child companies

Hide for child companies only

**UPDATE LIST** **CANCEL**

## Q: How new items can be added to the existing list?

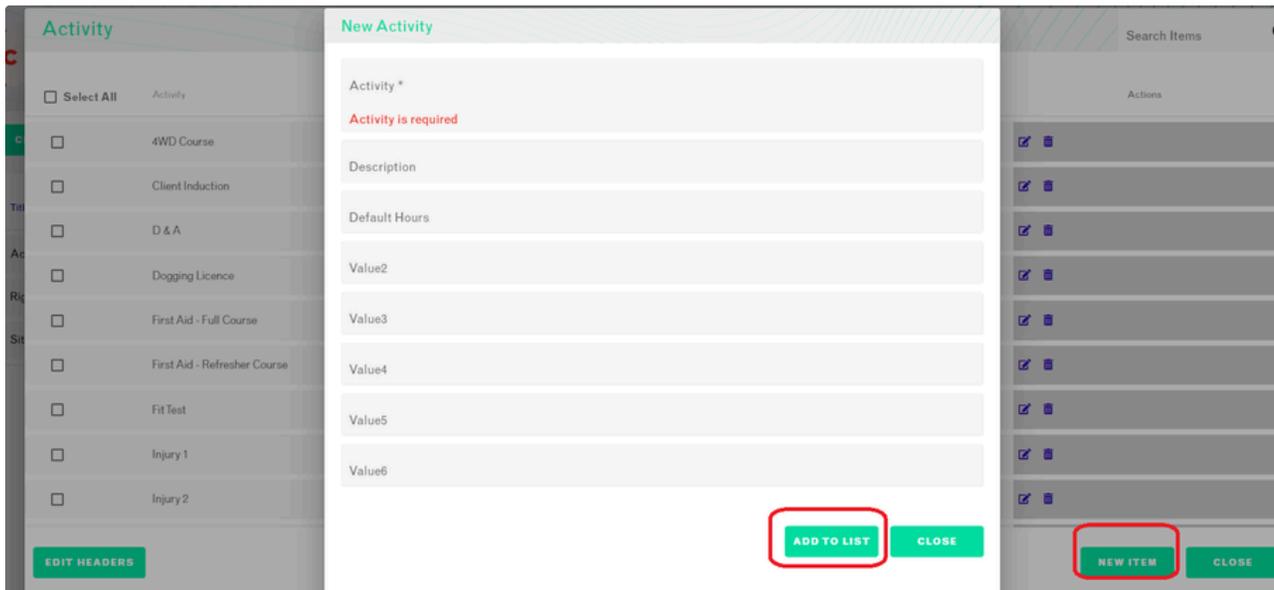
If we want to add new data to an existing list; e.g., we have a list named Activity list and to add data to the Activity list need to perform the following steps:

Click on the "Activity" list.

Then NEW ITEM, filling in the Title, description, and required values.

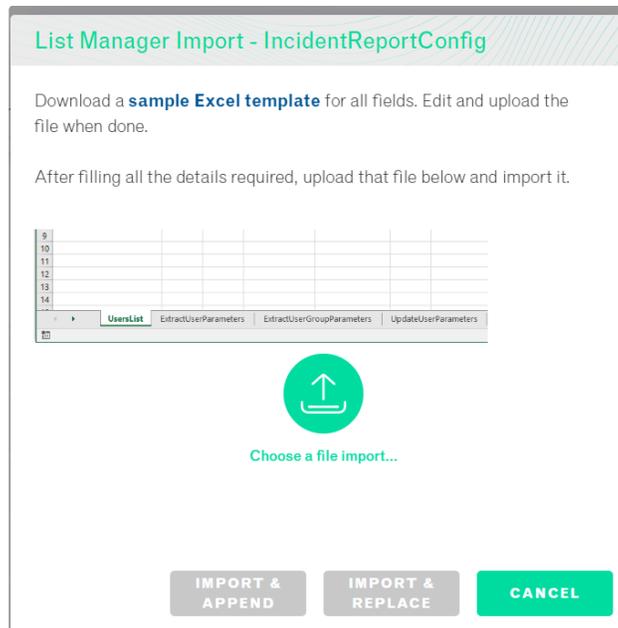
Click on ADD TO LIST to upload

(Users would need to refresh the APP for the new data to show)



## Q: How a list can be imported to the list?

To import a list, click on the three dots, click on the import option, click on the Choose a file import button import a file, and click on the Import and Append button. The uploaded data will show under the list.



When we upload any Excel file, the title should be the same as in the console.

A	B	C	D	E	F	G	H
Title	Description	Value1	Value2	Value3	Value4	Value5	Value6

## Q: How a list can be exported from the console?

To export a list to Excel, just click on the three dots and click on the export option, it will automatically download.

title	Description	List ID	Action
Activity	A list of activities	efe2fae8-3f54-494d-a24d-1167b2f13553	<a href="#">VIEW</a>
Rig	A list of rig data	2d65092f-c19c-495d-b082-e92f0fa8152f	<a href="#">EDIT</a>
Sites	A list of sites	f4c6b197-1e31-4b60-a804-45b8be3566fd	<a href="#">CLONE</a>
			<a href="#">IMPORT</a>
			<a href="#">EXPORT</a>
			<a href="#">REMOVE</a>

Items per page: 100 | 1 - 3 of 3

## Q: What are the Parameters in the TOKN console?

A parameter is a set variable endpoint that is specific to a user or user group. This allows a high degree of flexibility in how a user can view their data in an app. Adding a parameter allows you to create a new variable URL specific to the user.

## Q: How parameters can be added manually if User Sync services are not available?

In the TOKN Workflow Module, at the top of the screen, you will see 'Users and Group'. Select this and a drop-down will appear. Select 'Parameters'. This will show you a list of existing parameters.

WORKFLOW > USERS & GROUPS > PARAMETERS

**Parameters**  
Select controls that you wish to edit from the list below.

Search Parameters  [ADD PARAMETER](#) [IMPORT](#)

Simplify your User Upload and User parameter uploads by downloading and using this Excel file template:  
Download a **sample Excel template** for all parameters and users. Edit and upload the file when done.

[EXPORT PARAMETERS](#)

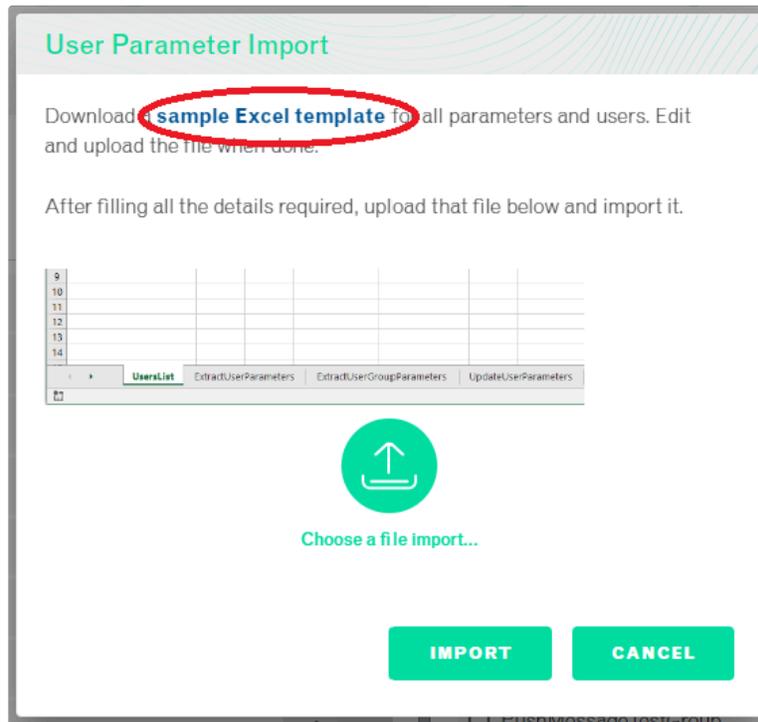
User ID	App Name	Object Name	Parameter Name	Parameter Value
kevin@tokn.local	MaderTimesheet	MaderTimesheets	Employee	1378
kevin@tokntechnology.com	SAPNotification	CERTNOTIFFUNCLOC	FUNCLOC	701000000000000005020

1. Select 'Add Parameter' in the top right hand of the screen.
2. Select the app and object that you wish to use for this parameter.
3. Choose an existing parameter, or create a custom parameter based on what kind of user data you need to display.
4. Create or select a parameter name. Enter your parameter value and data type.
5. Select the user you wish to apply the parameter to.
6. Click on 'Save'.

## Q: How a parameter list can be imported?

To import parameters in bulk:

1. On the parameters page, select 'import' in the top right-hand corner of the page.
2. Download the sample Excel template



3. Fill out the 'Extract User Parameters' with the Company Information, UserID, App Name, Object Name, Parameter Name, Parameter Value and Data Type.

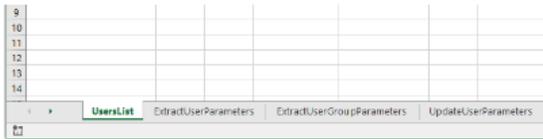
4. Save and upload the spreadsheet and select 'Import'.

The Console will tell you when the import is complete and show you how many of your user imports were successful and how many failed. To find out more, select the 'Download import log' to view any errors on the upload.

## User Parameter Import

Download a **sample Excel template** for all parameters and users. Edit and upload the file when done.

After filling all the details required, upload that file below and import it.



**Import finished.**

---

**Import Complete!**  
Successful: 2 Failed: 1

Download and check the log file below to see import results.

**Download import Log**

**IMPORT** **CANCEL**

Parameters can also be added to user groups on this spreadsheet by following the same process and filling out the 'Extract User Group Parameters' tab.

## Q: How Parameters can be updated?

Parameters can be updated by user or by user group.

To update a parameter individually, this can be done in the TOKN Console.

1. On the parameters page, you will see 4 tabs.

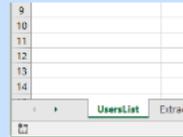


# Parameters

Select controls that you wish to edit from the list below.

Simplify your User Upload and User parameter uploads by downloading and using this Excel file template:

Download a **sample Excel template** for all parameters and users. Edit and upload the file when done.



EXTRACT - USER

EXTRACT - USER GROUP

UPDATE - USER

UPDATE - USER GROUP

2. Select the 'Update - User' to update an individual user or 'Update - User Group' to update a user group.
3. Select the individual User or User Group and update the details you wish to change.
4. Select 'Save' when you are done.

To update a parameter in bulk, you can use the same downloaded Excel template as above.

1. Select the 'Update User Parameters' to update users or 'Updated User Group Parameters' to update groups.
2. Enter the details for the users or groups that you wish to update.
3. Save and upload the spreadsheet and select 'Import'.

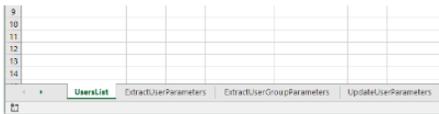
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To find out more, select the 'Download import log' to view any errors on the upload.

### User Parameter Import

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After filling all the details required, upload that file below and import it.



**Import finished.**

**Import Complete!**  
Successful: 2 Failed: 1

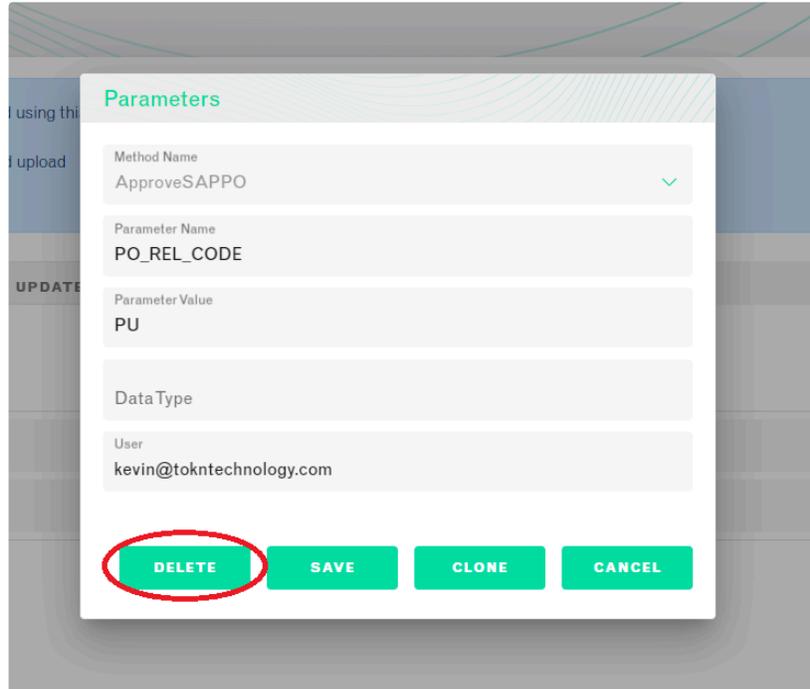
Download and check the log file below to see import results.

**Download import Log**

**IMPORT** **CANCEL**

## Q: How an existing parameter can be deleted?

1. On the parameters page, select the parameter you would like to delete.
2. Select 'Delete' and then 'Yes'.

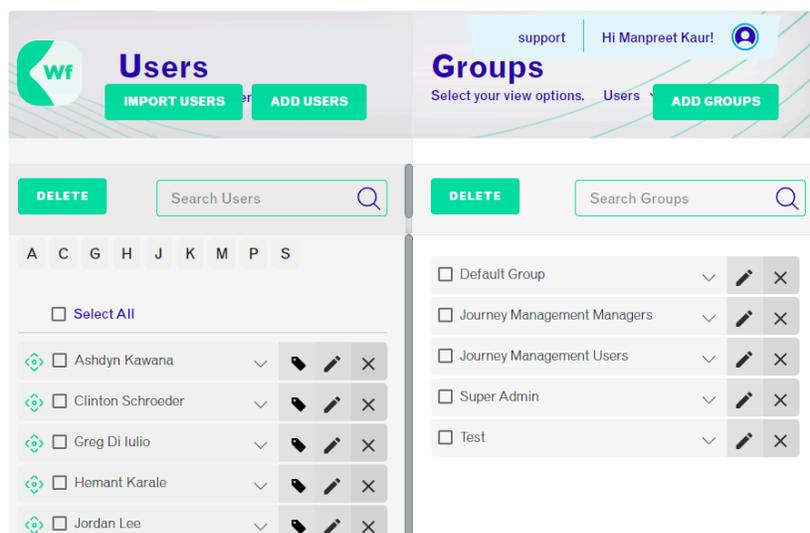


## Q: What is a User Sync Service? How user sync services can be run?

This service uploads users and their parameters into TOKN, assigning them to the "Standard user group".

This automated service runs at a specific time daily.

An email log fired after running the user sync service each time. It includes information about who has been added to TOKN, what the parameter is, and which group is assigned to. In addition, an error message will explain why a user cannot be added to TOKN in the email.



## Q: How the User Sync Services can be run Manually?

The User Sync services can be run manually. Click on the workflow and select the User Sync Service.

WORKFLOW    TOKEN-DEMO (7)    DEVELOPMENT    USER SYNC SERVICE    support    Hi Manpreet Kaur!

## User Sync Service

Simplify user entry through the Sync service

EXECUTE SYNC

To start the Sync process, enter URL and headers and click Fetch fields to start the matching process. Once matching is done, click save to save the Sync Config

Host/URL

MANAGE HEADERS

MANAGE PARAMETERS

MANAGE EXCLUSIONS

MANAGE EMAILS

A sample re to see which this should help

Company Store

User Sync Service

After having fetched the fields, map the returned data to the following required fields.

Select UserID field (usually email address)

Select First Name

Select Last Name

Select Mobile Number

## Q: How to view submitted timesheets?

The Timesheet Manager Widget is used for managers/administrators to approve submitted timesheets before they are sent to a connected accounting system. This can be used as a first or second-tier level of approval if it is required within the business.

To view the timesheets that are pending approval:

1. On the TOKN home page, select 'Manage' on the blue Timesheet Manager Widget.

GT JC Timesheet Manager

Manage timesheets for Green Tree JC Timesheets

MANAGE

2. Choose the period you would like to see the data from but select a start and end date, then select 'Filter'.
3. You will now be able to see all timesheets that have been assigned to you for approval in your selected period.

## Timesheet Approvals Manager

Manage and Approve timesheets for the Timesheet+ App

BACK    Choose start date: 23/06/2022    Choose end date: 21/07/2022    FILTER    REFRESH    Show all (including approved)    Currently showing only records that are pending approval (default)

UsualName	23/06/2022	30/06/2022	07/07/2022
ohn Kingston	No timesheets	No timesheets	4 hrs   0 hrs <a href="#">View</a>

4. Select the week-ending period and the employee you would like to view the timesheets for. This will show you a breakdown by day of all the timesheets currently pending approval for that user for that week.

Job No.	Date	Hours	Start Time	Finish Time	Travel Hours	Travel Distance	Standard Text	Unpaid Lunch Break	Site	Client	Bus	Select All
34556	Fri 01-07-2022	04:00	07:45:00	11:45:00				No				<input type="checkbox"/> Approve   ⋮

5. To view the signature associated with the timesheet, select the 3 dots to the right of the timesheet and select 'Signature'.

## Q: How to Approve a submitted timesheet?

1. To approve a timesheet, select the week-ending period and the employee you would like to view the timesheets for. This will show you a breakdown by day of all the timesheets currently pending approval for that user for that week.
2. Select the timesheet(s) you would like to approve by selecting the checkbox next to 'approve' on the right-hand side of the timesheet. You can also select all timesheets by selecting 'Select All'.
3. Select 'Approve Selected' on the bottom right of the screen to approve all selected timesheets. This will send the details to your connected system.

Job No.	Date	Hours	Start Time	Finish Time	Travel Hours	Travel Distance	Standard Text	Unpaid Lunch Break	Site	Client	Bus	Select All
34556	Fri 01-07-2022	04:00	07:45:00	11:45:00				No				<input checked="" type="checkbox"/> Approve   ⋮

Items per page: 50 1 - 1 of 1

**APPROVE SELECTED** **CLOSE**

## Q: How to reject a submitted timesheet?

To reject a timesheet, select the week-ending period and the employee you would like to view the timesheets for. This will show you a breakdown by day of all the timesheets currently pending approval for that user for that week.

1. Select the timesheet you would like to reject and select the 3 dots to the right of the timesheet.
2. Select 'Reject' and then 'Yes' on the pop-up.

Submitted Timesheets for John Kingston for week ending 07/07/2022

Job No.	Date	Hours	StartTime	FinishTime	Travel Hours	Travel Distance	StandardText	Unpaid Lunch Break	Site	Client	Bus	Select All
34556	Fri 01-07-2022	04:00	07:45:00	11:45:00				No				<input checked="" type="checkbox"/> Approve   <span>Open/ Pending Final approval</span> EDIT REJECT SIGNATURE

## Q: How to edit a submitted timesheet?

1. To edit a timesheet, select the week-ending period and the employee you would like to view the timesheets for. This will show you a breakdown by day of all the timesheets currently pending approval for that user for that week.
2. Select the timesheet you would like to edit and select the 3 dots to the right of the timesheet.
3. Select 'Edit' and then edit the information for that timesheet as required.
4. If applicable, you can then re-send this timesheet for approval by selecting 'Resend Email' on the far right of the edit screen.
5. Select the 'Save' icon on the right of the screen to save your changes.

## Q: What is the switch view report?

This gives you the option to filter the particular information that you need and export the report.

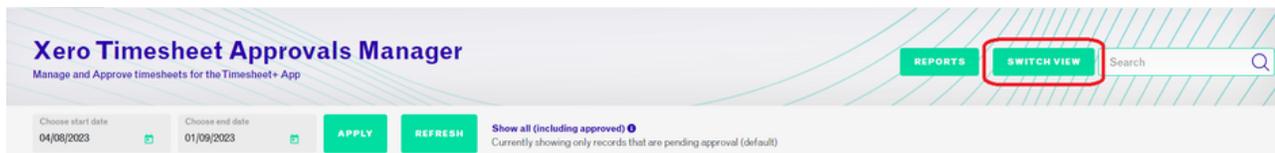


Figure 30: Switch the timesheet view (Console View)

Users can sort the data and generate the pdf.

The screenshot shows a data table with columns: EmployeeName, WEListDate, Rig, Site, ActivityCode, ListDate, Rate, Quantity, StartTime, FinishTime, shift, STATE, Level1, Level2, and Appro. A 'FILTERS' dropdown menu is open on the right, with a red box around it. The filters include: Employee Email (ashok@tokntechnoL...), Weekending, Rig, Activity, and Site.

EmployeeName	WEListDate	Rig	Site	ActivityCode	ListDate	Rate	Quantity	StartTime	FinishTime	shift	STATE	Level1	Level2	Appro
Ashok Kumar	25/08/2023	Albany	Site3	Standard Hours	25/08/2023	30	05:00	03:00:00	08:00:00	day	Pending	Pending	Pending	
Ashok Kumar	25/08/2023	Albany	Site3	PXD Sign Up/ Inductions	25/08/2023	30	04:00	00:00:00	00:00:00	day	Pending	Pending	Pending	
Ashok Kumar	18/08/2023	Iluka	Site1	Standard Hours	12/08/2023	30	11:00	08:00:00	19:00:00	day	Pending	Pending	Pending	
Ashok Kumar	18/08/2023	Iluka	Site1	Standard Hours	14/08/2023	30	11:00	08:00:00	19:00:00	day	Pending	Pending	Pending	
Ashok Kumar	25/08/2023	Iluka	Site2	Standard Hours	22/08/2023	30	06:25	03:45:00	10:00:00	day	Pending	Pending	Pending	
Ashok Kumar	18/08/2023	Iluka	Site2	Working at heights	14/08/2023	30	08:00	00:00:00	00:00:00	day	Pending	Pending	Pending	
Ashok Kumar	18/08/2023	Iluka	Site2	Standard Hours	15/08/2023	30	02:00	08:00:00	10:00:00	day	Pending	Pending	Pending	

For creating a pdf or Excel sheet, just sort the data and click on the export pdf or export excel. It will generate the PDF for export pdf and the Excel sheet for export excel.

## Q: What is an analytical report and different kinds of analytical reports can be created?

An analytical report is a process of exploring data to extract meaningful insights to better understand and improve business processes. Different analytical reports can be created to monitor the system. To generate these reports, click on the reports button under Xero Timesheet Approval Manager. From here users can create all the above-mentioned reports like data usage, Status update, Logs, Last login, and many more reports.

**My Reports**  
 Monitor your system with the tools below.

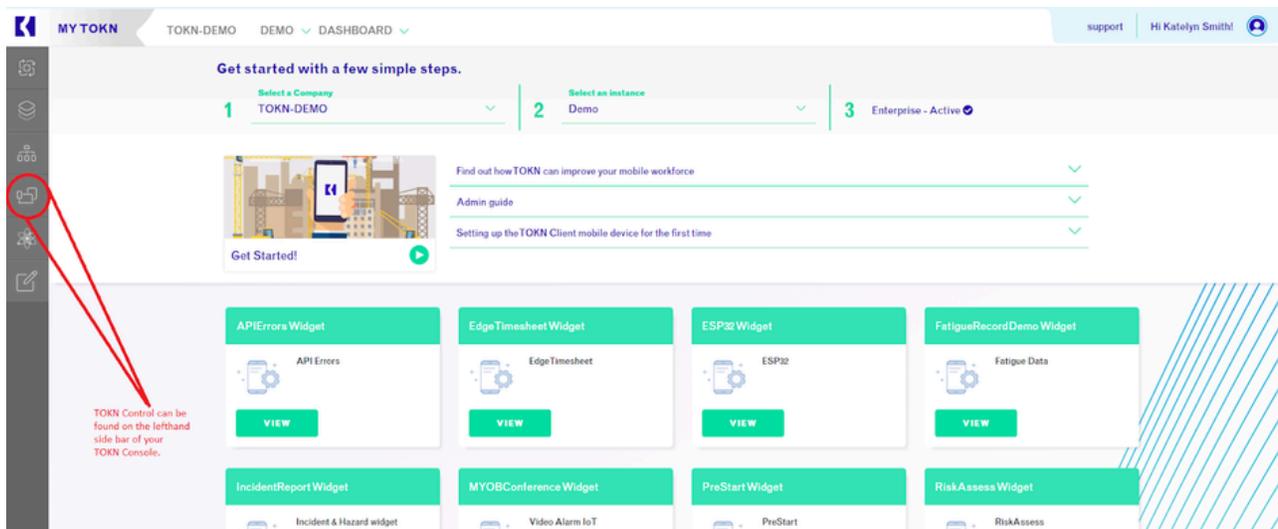
 Data Usage	 Status Update	 Logs	 Last Login	 App Analytics
 Timesheet Analytics	 Aged Timesheet Analytics	 Missing Timesheets	 Admin User Login	

The main report would be the Missing Timesheet report - filter to the date range that you require.

The names that appear all have un-submitted Timesheets.

## Q: How to see a list of connected users?

TOKEN Control allows you to securely manage connected devices using the enhanced device management capability embedded within the module. TOKEN Control provides a comprehensive device management framework, with a complete view of and control over all connected devices.



MY TOKEN | TOKEN-DEMO | DEMO | DASHBOARD | support | Hi Katelyn Smith!

Get started with a few simple steps.

- Select a Company: TOKEN-DEMO
- Select an Instance: Demo
- Enterprise - Active

- Find out how TOKEN can improve your mobile workforce
- Admin guide
- Setting up the TOKEN Client mobile device for the first time

Get Started!

<b>APIErrors Widget</b> API Errors VIEW	<b>EdgeTimesheet Widget</b> EdgeTimesheet VIEW	<b>ESP32 Widget</b> ESP32 VIEW	<b>FatigueRecordDemo Widget</b> Fatigue Data VIEW
<b>IncidentReport Widget</b> Incident & Hazard widget	<b>MYOBConference Widget</b> Video Alarm IoT	<b>PreStart Widget</b> PreStart	<b>RiskAssess Widget</b> RiskAssess

TOKEN Control can be found on the lefthand side bar of your TOKEN Console.

USER ID	Operating System	OS Version	Device Model	Client Version	Last Login	Wipe	Blacklist	Battery	ReDeploy
<input type="checkbox"/> zamlotshwa@gmail.com	Windows.Desktop281475089000103	Windows.Desktop281475089000103	BeatryamaWin10		2019/04/03				
<input type="checkbox"/> zamlotshwa@gmail.com	Windows.Desktop28147509312290	Windows.Desktop28147509312290	DESKTOP-7PDS1M3		2019/04/05				
<input type="checkbox"/> Demo-Apps@tokntechnology.com	Windows.Desktop281475097054526	10.0.18363	DESKTOP-FJCT07T	2077	2020/10/26				
<input type="checkbox"/> Finance-demo@tokntechnology.com	IOS	15.5	iPhone14,3	9.305	2022/06/15				

The TKN Control will show you a list of connected users, as well as an array of other information, including:

- User ID/Email Address
- Operating System (iOS, Android, Windows) of the devices
- Operating System Version
- Device Model (type of phone)
- TKN Client Version (which version of TKN the user has on their phone)
- Last Login (the last time the user logged into TKN)
- The user's mobile phone battery level

USER ID	Operating System	OS Version	Device Model	Client Version	Last Login	Wipe	Blacklist	Battery	ReDeploy
<input type="checkbox"/> Logistics-Demo@tokntechnology.com	Android	12	y2s	9.67	2022/06/06				

By using the filter options you can further define your search to be more specific.

## Q: How to wipe a user's device from the console?

TKN Control allows the administration user to remotely wipe devices of their TKN data. Administrators can wipe TKN from individual users' phones. This allows for increased security where your data is kept private if a user's phone is lost, or stolen or if the employee leaves your business.

1. Select the user(s) you would like to wipe by selecting the tick box to the left of their name(s).
2. Select the green 'Wipe' button in the top right-hand corner of the screen and select 'Yes' on the drop-down.

USER ID	Operating System	OS Version	Device Model	Client Version	Last Login	Wipe	Blacklist	Battery	ReDeploy
<input checked="" type="checkbox"/> kristina@tokntechnology.com	IOS	12.0	iPhone8,4	7.1	2019/11/13				

## Q: How to blacklist a user's device from the Console?

TKN Control allows the administration user to remotely blacklist devices from using the TKN app. This allows for increased security where your data is kept private if a user's phone is lost, or stolen or if the employee leaves your business.

1. Select the user(s) you would like to blacklist by selecting the tick box to the left of their name(s).
2. Select the green 'Blacklist' button in the top right-hand corner of the screen and select 'Yes' on the drop-down.



## Q: How to deploy a user's device?

TOKEN Control allows the administration user to remotely redeploy apps to devices from the TOKEN Console. This allows for updates to users to be deployed instantly as required.

1. Select the user(s) you would like to redeploy to by selecting the checkbox to the left of their name(s).
2. Select the green 'Redeploy' button in the top right-hand corner of the screen and select 'Yes' on the drop-down.



## Q: How to check the user's device location?

TOKEN provides the functionality to track the location of users, based on the last place that they logged into the TOKEN app. This can be found through the Device Locations Function in TOKEN Control.

1. In the TOKEN Control Module, at the top of the page, you will see 'Devices'. Click on this and a drop-down menu will appear.
2. Select 'Locations'. This will show you a map of the world, showing you where users are located. There is a toggle on the top left of the screen for a satellite view if required.

